

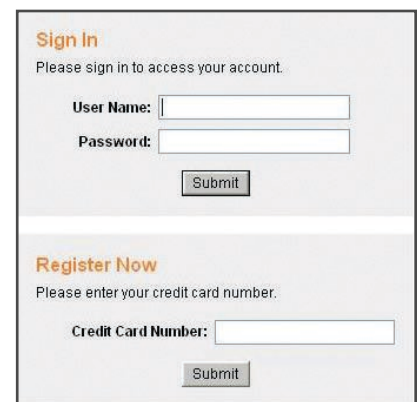
**If you are accessing Account View as a Program Administrator, refer to the Program Administration section on page 3 before getting started.**

If you are a **cardholder**, before accessing your Business Card account information, you must enroll in Account View.

## Enrolling in Account View:

Cardholders only need to enroll once unless they lose/forget their User Name and Password.

1. Go to <http://www.pnc.com/accountview>
2. Click on **Enroll Now**
3. Enter your 16-digit Business Card Account Number in the Register Now box and click Submit.
4. Enter the requested information at the Security Verification screen and click Submit:
  - a) **Validation Number or Zip Code** – Depending on whether you are accessing a control, sub, or individual account, the required fields will differ. If prompted for your validation number, enter the last 3 digits printed in the signature line on the BACK of your card. If prompted for your zip code, enter the zip code provided when your card was established.
  - b) **SSN** – Last 4 digits only.
  - c) **Work Phone** – Enter your work phone number including area code.
5. Enter the following information at the Member Registration screen:
  - a) **User Name** – Create your own user name.
  - b) **Password** – Must be a minimum of 8 alphanumeric characters in upper and lower case.
  - c) **Confirm Password** – Re-enter your newly created password.
  - d) **Email Address (Required)** – Enter your email address. If you elect to view an electronic version of your statement, you will receive an email notification when it is available.
  - e) **Confirm Email Address** – Re-enter your email address.
6. A “Welcome E-mail” will be sent to you upon successful enrollment.



**Sign In**  
Please sign in to access your account.

**User Name:**

**Password:**

**Register Now**  
Please enter your credit card number.

**Credit Card Number:**



**PNC Account View • Business Banking**

**Member Registration**  
Please create a user name and password for your account.  
Please note, passwords must contain both upper and lower case letters and at least one number.

**User Name:** (4-20 characters)

**Password:** (8-20 characters)

**Confirm Password:**

**Email Address:**

**Confirm Email Address:**

**Creating a Strong Name**  
When creating a user name, pick something easy to remember but difficult to guess.

- Substitute numbers for letters
- Use abbreviations
- Don't use your password

**Creating Secure Passwords**  
The #1 rule to safeguard your password is never give it out. We will never ask you for your password.

- Mix both letters and numbers
- Use upper and lower-case letters
- Use phrases
- Don't use single words
- Don't use your user name

**Note:** After 3 unsuccessful login attempts, your user name and password will be locked. You can re-enroll to obtain a new password by following steps 1 through 4 above, as the user name and e-mail address will already be populated. Alternatively, you can wait 3 hours and attempt to login again.

## Selecting Statement Delivery Method:

You only need to complete this step one time.

1. Log in with your User Name and Password.
2. From the menu bar located on the left side of your screen, highlight **Account Info** and select **Delivery Method** or simply click on **Change Delivery Method** from the Account Summary screen.
3. Click on **Receive Electronic Statement Only** and verify that your email address is populated correctly.
4. Click **Submit**.
5. A disclosure will appear; click **Continue** after reading the disclosure.
6. You will receive a confirmation via email that your statement delivery method has been changed.
7. You will be notified each month via email that your statement is available for viewing/printing on-line.

**Note:** There are three statement delivery options available – paper (default), both electronic and paper, and electronic only.

## Viewing/Printing Your Statement:

1. Log in with your User Name and Password
2. Click on **Statements** on the menu bar.
3. Click on the statement date you would like to view. A pdf version of the statement will be launched.
4. You can print the pdf or save an electronic version of the pdf locally.

## Making Payments Online or Scheduling an Automatic Payment:

Save yourself the cost of a stamp; make your Business Card payment electronically! Scheduling an automatic payment eliminates the need to enter a payment on-line each month. Your account is automatically debited 5 days prior to the due date each month.

If you make an online payment prior to 5:00 p.m. ET, it will post to your account the same day (excluding holidays and weekends.) Once a payment is made, another payment cannot be initiated for 72 hours and the Payments option on the menu bar is removed during this period.

## Online Payment:

1. Log in with your User Name and Password
2. Highlight Payments on the menu bar and select Online Payment.
3. Enter payment amount.
4. Select Checking or Savings account.
5. Enter the Routing Number and Account Number.
6. Click Submit.

## Scheduling an Automatic Payment:

1. Highlight Payments on the menu bar and select Schedule Auto-Pay.
2. Select appropriate Auto-Pay option under Auto-Pay Amount.
3. Select **Checking** or **Savings** account.
4. Enter your **Routing Number** and **Account Number**.
5. Click **Submit**.

The screenshot displays the PNC Account View - Business Banking interface. The main heading is 'Payments' with a sub-link 'Schedule Auto-Pay'. Below this, there's a section for 'Schedule Auto-Pay' with instructions: 'To automatically pay your account each month from a checking or savings account, please enter the Auto-Pay and checking/savings account information and click the submit button.' A status indicator shows 'Auto-Pay is currently turned on.' with a 'Turn Auto-Pay Off' button. The 'Payment Information' section lists 'Account Number: XXXX XXXX XXXX 2507', 'Balance as of 08/18/09: \$120.34', 'Full Statement Balance Due: \$120.34', and 'Minimum Payment Due: \$10.00'. Under 'Auto Pay Amount', there are three radio button options: 'Minimum Amount Due', 'Full Statement Balance Due', and 'Custom Amount \$10.00 (up to 100.00)'. The 'Checking/Savings Account Information' section has radio buttons for 'Checking Account' and 'Savings Account', followed by input fields for 'Routing Number' and 'Account Number'. At the bottom, there are 'Submit' and 'Cancel' buttons. On the right side, there are informational boxes: 'How does Auto-Pay work?' and 'When is my routing and account number?'.

## Program Administration:

If you are accessing Account View as a Program Administrator, PNC Bank will assign your User Name and password. Program Administrators have the ability to view all control, sub, and individual accounts.

Upon logging into Account View, the Administrator will see a list of all accounts. To view a specific control, sub, or individual account, simply click on the account number or enter an account number in the Search field and click Search. Data can be sorted by clicking on the column heading. Once an account is selected, select the desired menu option. If you need assistance please contact Business Card Services at 877-459-9801 or click Help.

## View Pending Transactions:

Program Administrators can view pending transactions on any account within their company, including declined transactions. To view, select **Account Summary** and then click on the **Pending Transactions** link. If no transactions are pending the link will not be present.

## Card Maintenance:

Card maintenance functionality in Account View is only available to Program Administrators. Account closures and card limit changes are effective immediately. Administrators also have the ability to activate a card.

## Closing Accounts:

1. Click on the account number to be closed from the Administration screen.
2. Click on the **Change Status** link at the top of the Account Summary screen.
3. Select **Close** status.
4. Click **Submit**. The system will display a message that your request has been successfully completed.
5. Click **Continue** to return to the Account Summary screen.

## Adding Accounts:

1. Click on **Add Account** from the Administration screen.
2. Complete the required information on the screen.
3. Click **Submit**. The system will display a message that your request has been successfully completed.
4. Click **Continue** to return to the Account Summary screen.

**Important: Be sure to accurately complete all information requested. Incorrect information may cause a delay in the processing of your new account.**

## Modifying Credit Limits:

1. Select the account number to be modified from the Administration screen.
2. Highlight **Services** on the menu bar and select **Change Credit Line**.
3. Enter **New Credit Limit** in \$100 increments (exclude commas and decimals). Minimum credit line is \$500.  
*If reducing the credit limit on a control or individual-bill account, be sure to consider recent spending that has not yet posted so that the new limit is not lower than the current balance. The account type can be found on the Administration screen.*
4. Click **Submit**. The system will display a message that your request has been successfully completed.
5. Click **Continue** to return to the Account Summary screen.

## Account Activation:

This feature is only available if a card has not yet been activated.

1. Select the account number to be activated from the Administration screen.
2. Click the link at the top of the Account Summary screen that reads: Click here to activate your card.

## Menu Bar:

<b>Administration</b>	Administrator link to view card information.
<b>Account Summary</b>	Obtain your balance, available credit limit, amount due, last payment amount and date, last statement balance.
<b>Transaction History</b>	Obtain up to 13 months of transaction history information, sort & search function, download data.
<b>Statements</b>	Obtain electronic statement, sort and search function, 3 most recent statements can be viewed.
<b>Account Info</b>	Change your email address, password, or statement delivery method (should always be electronic – no paper).
<b>Payments</b>	Make a payment online or schedule an automatic payment.
<b>Services</b>	Administrator link to change a credit limit.
<b>Rewards</b>	View available and redeemed reward points or Miles.
<b>Help</b>	Link to frequently asked questions.
<b>Contact Us</b>	Business card Services phone number and email address.
<b>Sign Out</b>	Log out of Account View.

## Important Notes:

- Account View times out after 15 minutes of inactivity. If you have been inactive for greater than 15 minutes, you will be prompted to login again.
- Do not use your browser's navigation bar (specifically the Back button) to navigate through Account View; instead use the Menu Bar or screen prompts within the Account View application. Should you hit your browser's Back button in error, click the browser's Refresh button to attempt to re-load the page.

**If you need assistance please contact  
Business Card Services at 877-459-9801 or click on Help.**